

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Additional Estimates Spill-Over Hearing March 2017
Communications Portfolio
Australian Communications and Media Authority

Question No: 287

The Australian Communications and Media Authority

Hansard Ref: Written, 03/04/2017

Topic: Service provision by the WIA

Senator Urquhart, Anne asked:

1. Please advise what services the Wireless Institute of Australia (WIA) is required to provide to the ACMA under deed of arrangement?
2. Please advise what obligations and performance standards, or the like, the WIA is required to meet under the deed of arrangement between the ACMA and the WIA?
3. Please advise what processes or procedures the ACMA undertakes to check whether the WIA is meeting obligations and performance standards under the deed of arrangement between the ACMA and the WIA?

Answer:

1. The WIA performs these statutory functions under the Deed:
 - (a) the issue of Amateur Certificates of Proficiency (certificates) under section 121 of the *Radiocommunications Act 1992* (the Act);
 - (b) the provision and conduct of examinations as an approved body or organisation for the purposes of section 122 of the Act; and
 - (c) the referral of applications for certificates to Australian Communications and Media Authority (ACMA) under subsection 122A(2) of the Act, where the WIA has decided not to issue a certificate, together with the WIA's reasons for that decision.

The WIA also provides administrative services associated with the provision of the statutory functions, as set out in the business rules. A copy of the business rules is available from the ACMA's website: www.acma.gov.au/Citizen/TV-Radio/Radio/Marine-and-Amateur-Radio/amateur-licensing.

2. Under the deed the WIA is required to:
 - (a) provide suitably qualified and experienced staff or volunteers to deliver the statutory functions and administrative services;
 - (b) maintain its financial viability, to ensure the ongoing provision of statutory functions and administrative services;
 - (c) comply with reasonable directions given by ACMA relating to the deed; and
 - (d) provide the statutory functions and administrative services in accordance with the business rules.

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3. The Deed contains reporting requirements concerning:
 - information on WIA's performance against service levels (conduct and availability of examinations; notification of examination results; timeliness of matters including: issue of certificates, response to phone and written queries, and call-sign recommendations)
 - the number of: applications made for certificates, assessments conducted, and certificates issued
 - information about complaints made to the WIA, including allegations of illegality or serious impropriety in WIA's delivery of statutory functions or administrative services
 - the results of random audits of assessors
 - the provision of financial information including audited financial reports.

The ACMA assesses these reports on receipt and reports performance on the WIA's activity in the ACMA's Annual Report.